

BEST AVAILABLE COPY

SEAMLESS OVERPAYMENT RECOVERY SERVICE FLOW CHART
(SEAMLESS ORS)

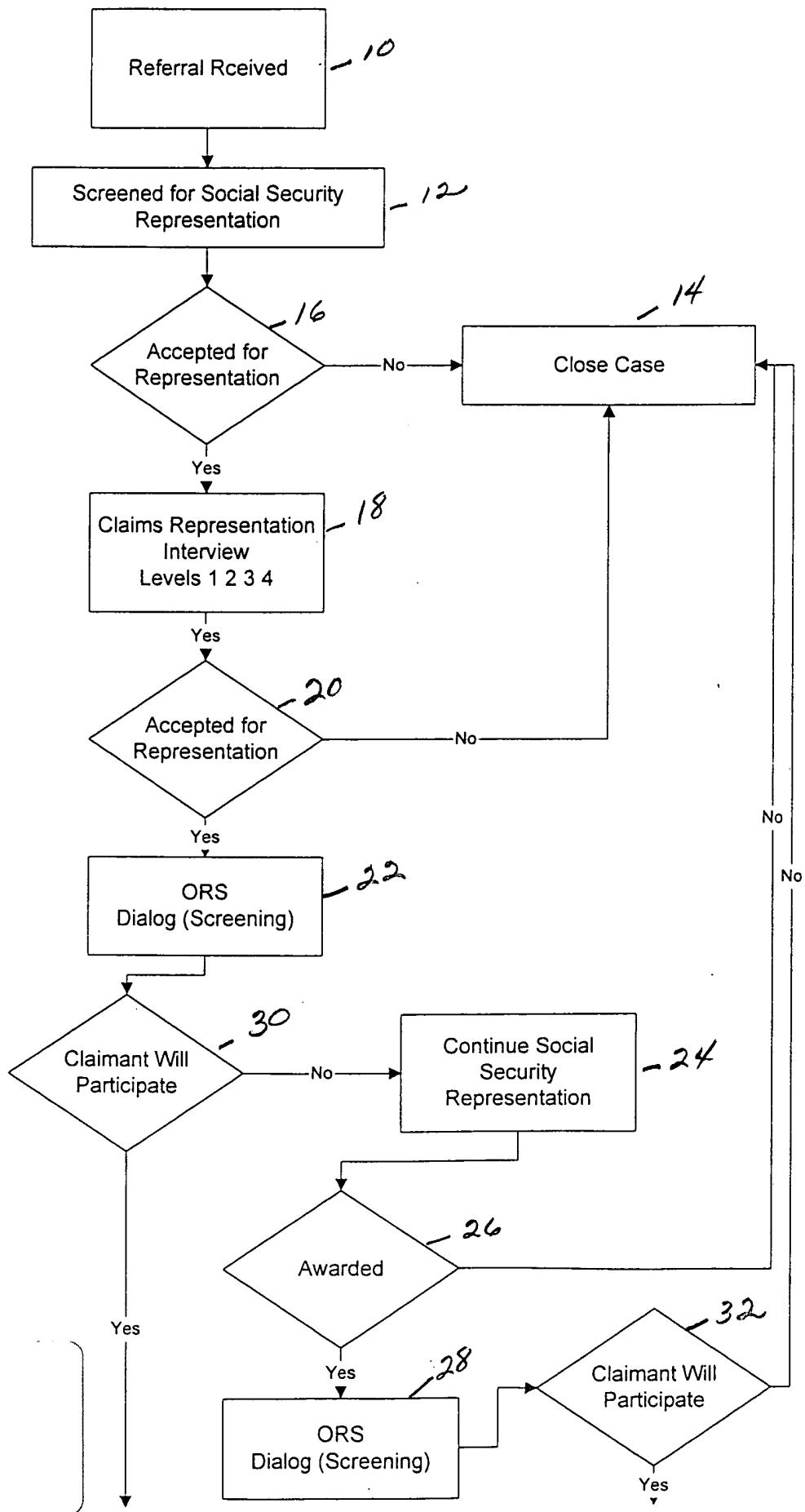


FIGURE 1

SEAMLESS OVERPAYMENT RECOVERY SERVICE FLOW CHART (SEAMLESS ORS)

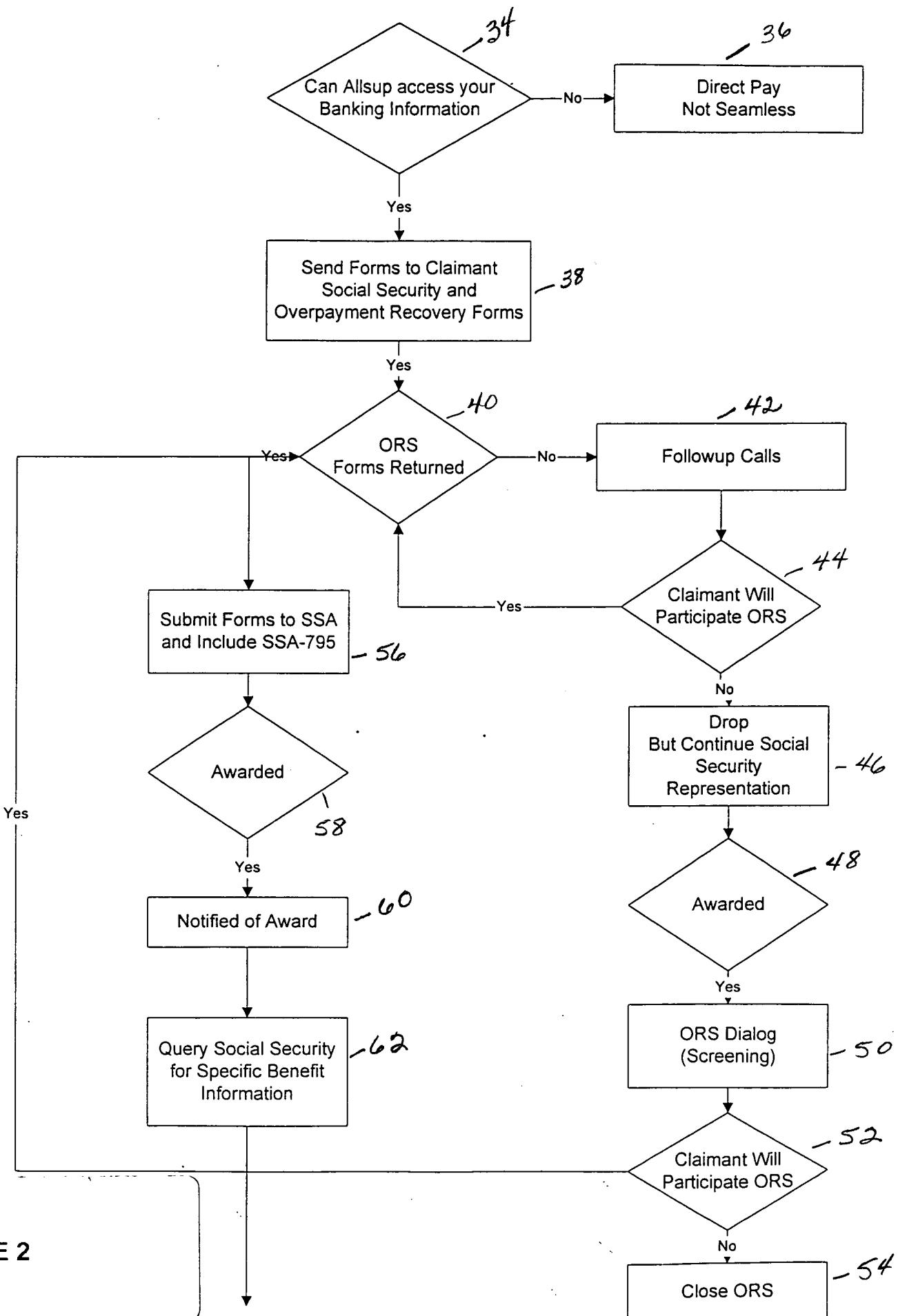


FIGURE 2

SEAMLESS OVERPAYMENT RECOVERY SERVICE FLOW CHART
(SEAMLESS ORS)

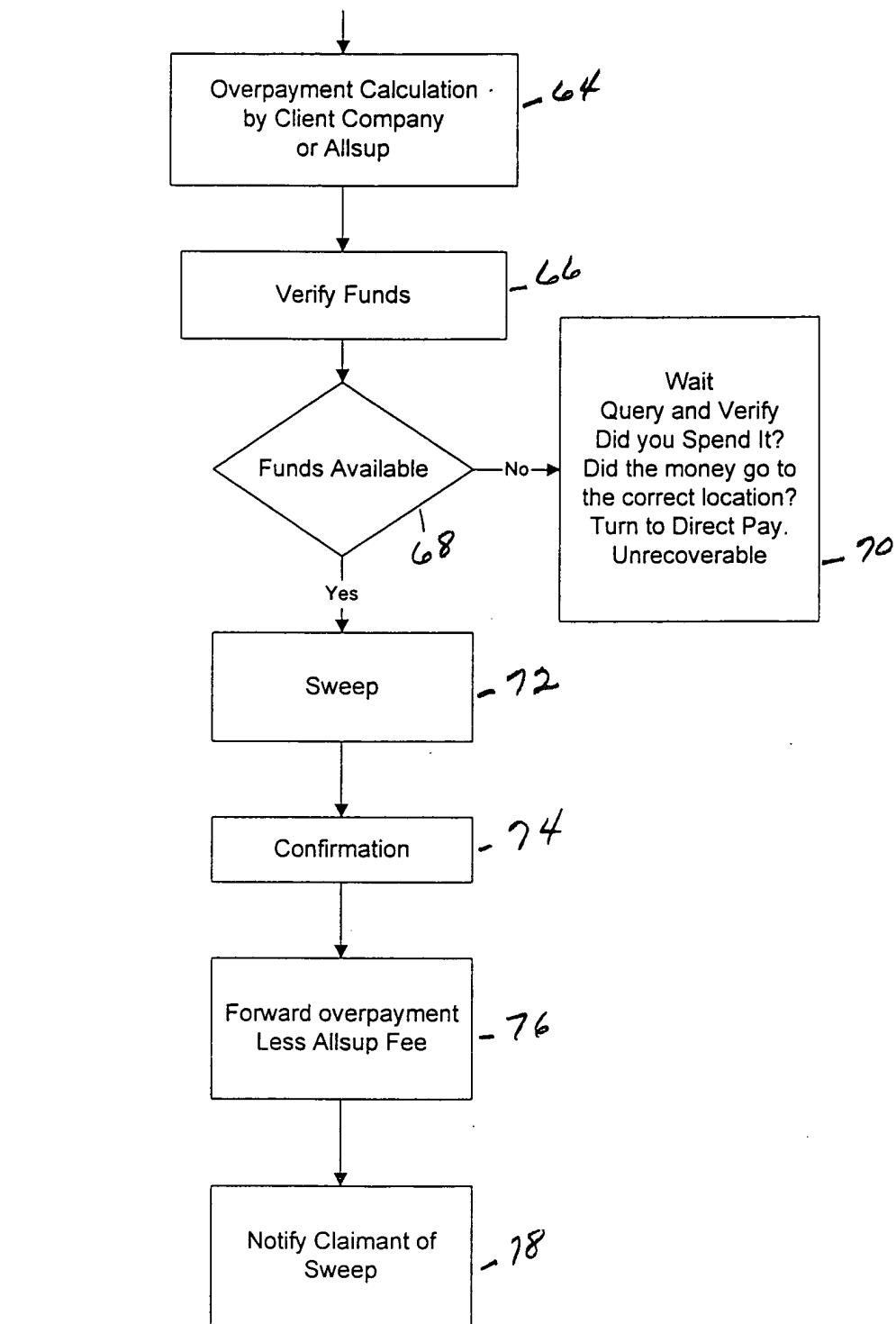


FIGURE 3

Overpayment Recovery Service
Input Screens

SmartWare for Windows (New Version)

Window 1 07/26/2000
ORSDATA5.UW 02:42:20P
SCREEN 1

SSR Case ORS Data File	
------------------------	--

Client Co :
 Site ID :
 Employer :
 SSN : Deceased/No Mail:
 Claimant :
 Address 1 :
 Address 2 :
 City/St/Zip:
 Consultant :
 Assistant :
 Level/Sts :
 Claim Nbr. :
 Clmt Elctd :
 AOD :

PgDn For Client Data

Menu: Data File Order Print Tools Window Help Remember Quit
View: orsdata5.uw Window:1 Rec:1 (1)
Load Create Modify Save Unload Activate Display-Active Import Export Password

FIGURE 4

SmartWare for Windows (New Version)

Window 1 07/26/2000
ORSDATA5.UW 02:42:20P
SCREEN 2

SSR Case ORS Data File	
------------------------	--

Initial Forms to Clmt : Did Allsup do Initial App :
 Initial Forms FU : Initial App Status :
 Initial Forms to SSA : Recon Forms FU :

ORS Status :
 ORS Comment :
 NQ Reason :
 Current ORS Stage : AltF5 Me
 ORS FU Date : Type : Assigned 2 :
 Lead ORS FU Date : Type : Lead Assng :
 Initial Referral Status : PENDING Dir Pay Option Avail Y
 SSA Form 795 :

Call Transistioned By Rep : Claimant Incentive :
 ORS Group :

PgDn For Talk Sheet

Menu: Data File Order Print Tools Window Help Remember Quit
View: orsdata5.uw Window:1 Rec:1 (1)
Load Create Modify Save Unload Activate Display-Active Import Export Password

FIGURES

Overpayment Recovery Service
Input Screens

FIGURE 6

SmartWare for Windows (New Version)

Window 1 = ORSDATA5.UW SCREEN 3 SSR Case ORS Data File 07/26/2000 02:42:20P

Case Received	:	Direct Pay Only
Bank Forms to Claimant	:	ORS Init Letter :
Banks Forms Received From Claimant	:	ORS Auth Recvd :
Bank Account Transfer Date	:	
ORS Repayment Method/Acct Type	:	
Case Returned	:	Time : 0
Op to Client	:	
Op from Client	:	Time : 0
Op Received	:	Time : 0
ORS Closed	:	

Page Down For Bank Data

Menu: Data **File** Order Print Tools Window Help Remember Quit

View: orsdata5.uw Window:1 Rec:1 (1)
 Load Create Modify Save Unload Activate Display-Active Import Export Password

FIGURE 7

SmartWare for Windows (New Version)

Window 1 = ORSDATA5.UW SCREEN 4 SSR Case ORS Data File 07/26/2000 02:42:20P

Talksheet		
Date	Comment	Emp
07/18/2000		
07/18/2000		
03/24/2000		
03/01/2000		
03/01/2000		
02/09/1999		
12/10/1997		
12/10/1997		
04/10/1997		

Page Down For Fee Data

Menu: Data **File** Order Print Tools Window Help Remember Quit

View: orsdata5.uw Window:1 Rec:1 (1)
 Load Create Modify Save Unload Activate Display-Active Import Export Password

Overpayment Recovery Service Input Screens

SmartWare for Windows (New Version) « ↶ »

Window 1 07/26/2000
 ORSDATA5.UW 02:42:20P
 SCREEN 5 SSDR Case ORS Data File

A. SSDI Retroactive Benefits :	0.00	Actual Payment Type :	
C. Dependent Retroactive Benefits :		AmtAuthByClient	\$0.00
D. Extra SSDI Monthly Payments :			
E. Total Funds Available to Repay :	0.00		
F. Grs Overpayment Amt Due Client :			
G. Claimant Incentive Percentage :		%	
H. Claimant Incentive Amount :			
I. Net Overpayment Due to Client :	0.00		
J. Amount Recovered From Claimant :	0.00		
K. ORS Fee Basis :			
L. Overpayment Recovery Fee % :			
M. ORS Fee :		Q. Claims Fee	
N. Percentage of Op Recovered(J/I):	0.0		
O. Percentage of OP to Repay (J/E):	0.0		
P. Percentage of OP to Retro (J/A):	0.0		

Page Down for More Data

Menu: Data File Order Print Tools Window Help Remember Quit

View: orsdata5.uw Window:1 Rec:1 (1)
 Load Create Modify Save Unload Activate Display=Active Import Export Password

FIGURE 8

The screenshot shows a window titled "ORS Data Partial Pay". The window contains a table with four columns: "Payment Am", "Payment Da", "P", and "B". The first row of the table is visible, showing the column headers. Below the table, the text "End of Data" is displayed. At the bottom of the screen, there is a menu bar with options: File, Order, Print, Tools, Window, Help, Remember, and Quit. To the left of the menu bar, there is a status bar displaying "View: orsdata5.uw Window:1" and "Rec:1 (1)".

FIGURE 9

Overpayment Recovery Service
Input Screens

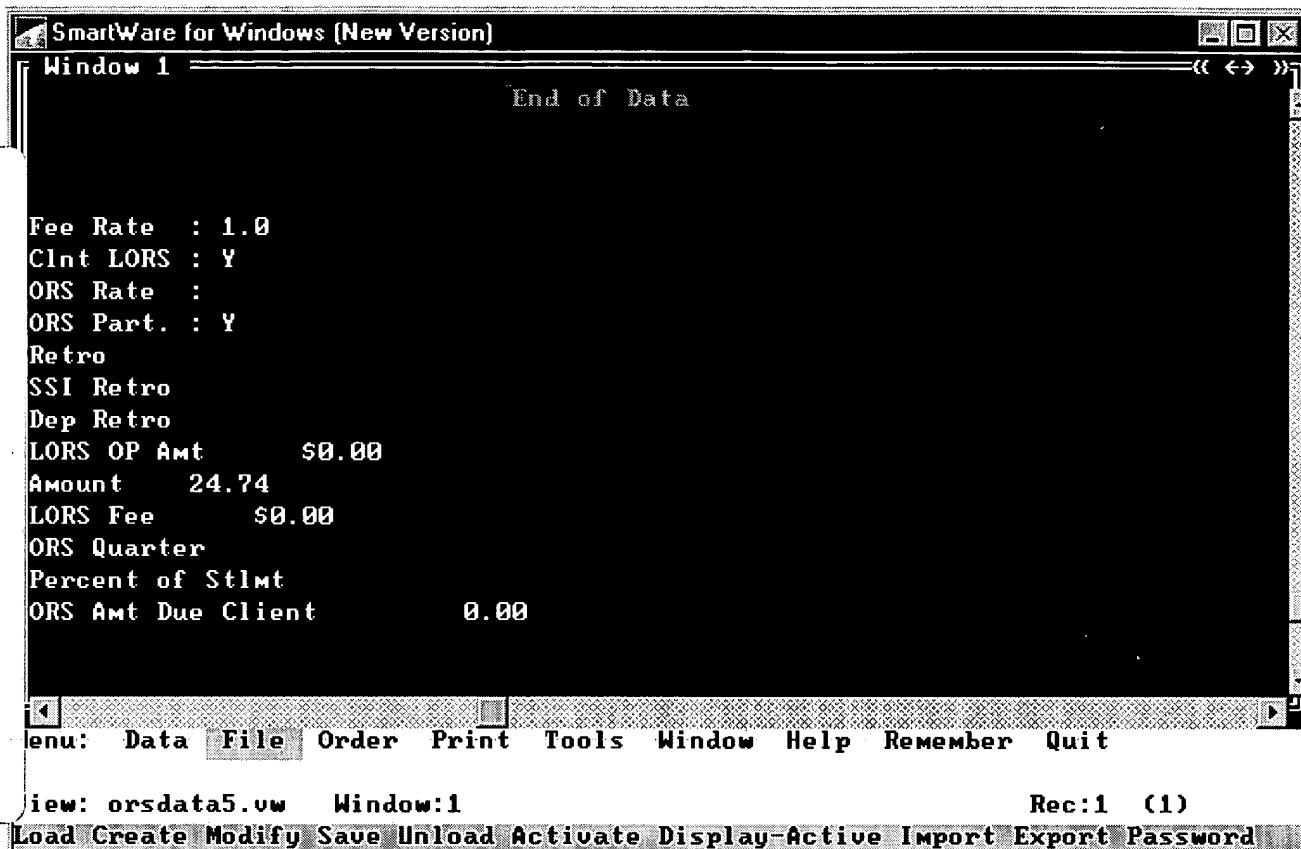


FIGURE 10

PASS ENVIRONMENT

AUTOMATED FEDERAL FORM PROGRAMS

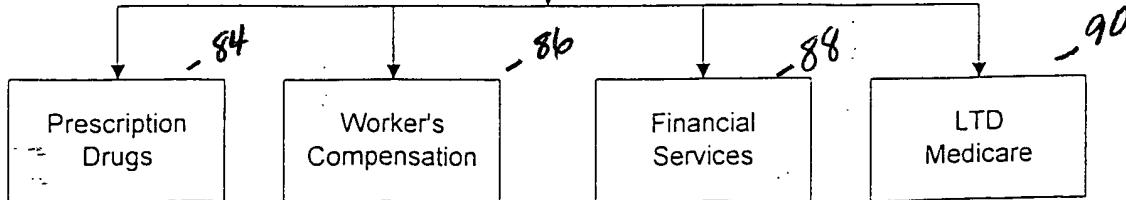
1696
SSA-16-F6
SSA-795
SSA-3369
SSA-3368
SSA-4-BK
SSA-11
SSA-546
SSA-1709
SSA-821
SSA-795 Standard Report of Contact
SSA-561-U2
SSA-3441-F6
HA-501-U2
HA-4486
HA-520
827-CA
827-IA
827-IL
827-KAISER
827-MAYO
827-NATIONAL
827-OH
827-OK
827-TX
827-VETERANS ADMINISTRATION
827-WI

- 80

PASS
Once Federal Forms
are completed the
Pass Review is
Populate for Review
within the above
process

- 82

FIGURE 11



PASS WORKFLOW

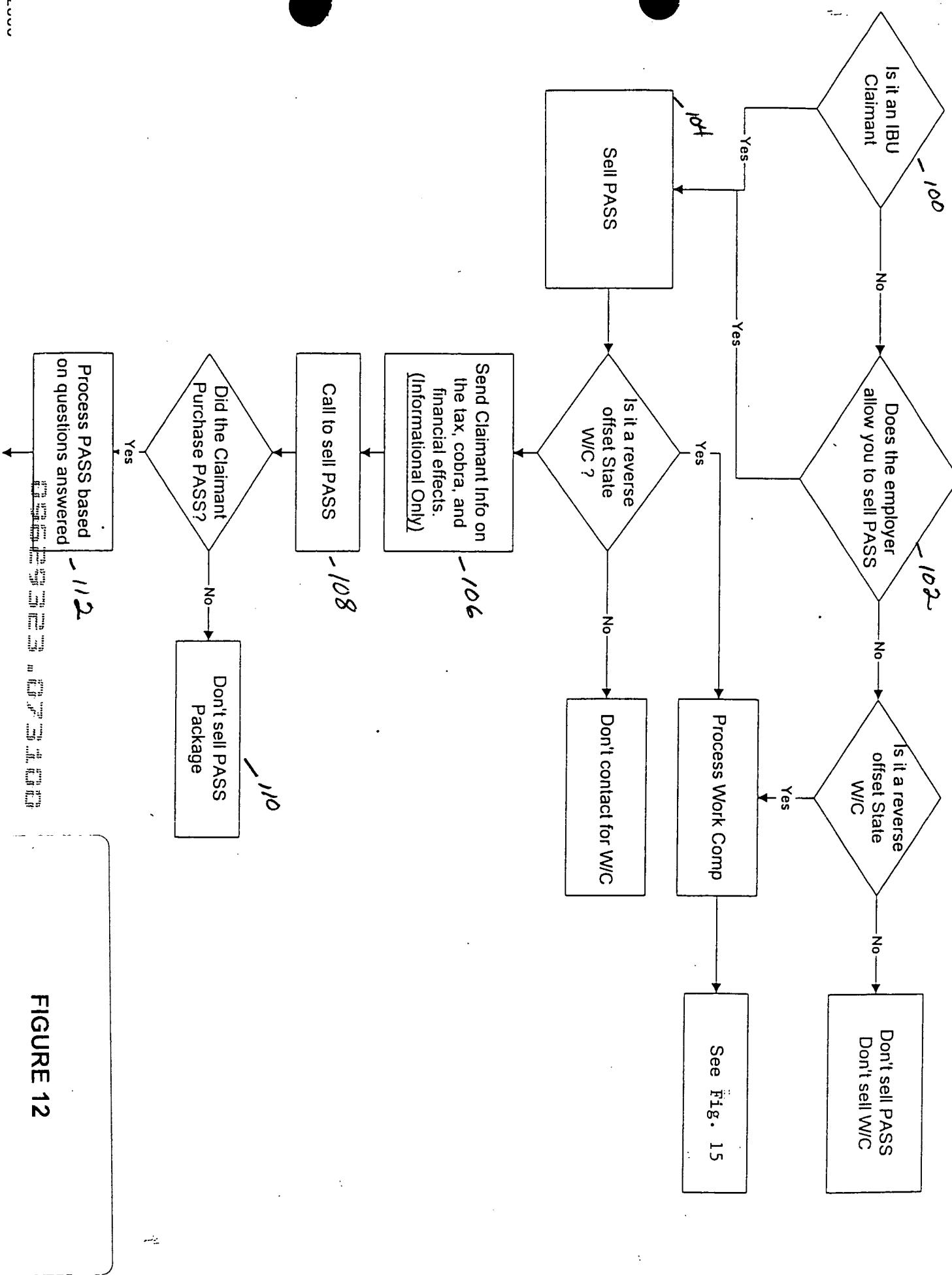


FIGURE 12

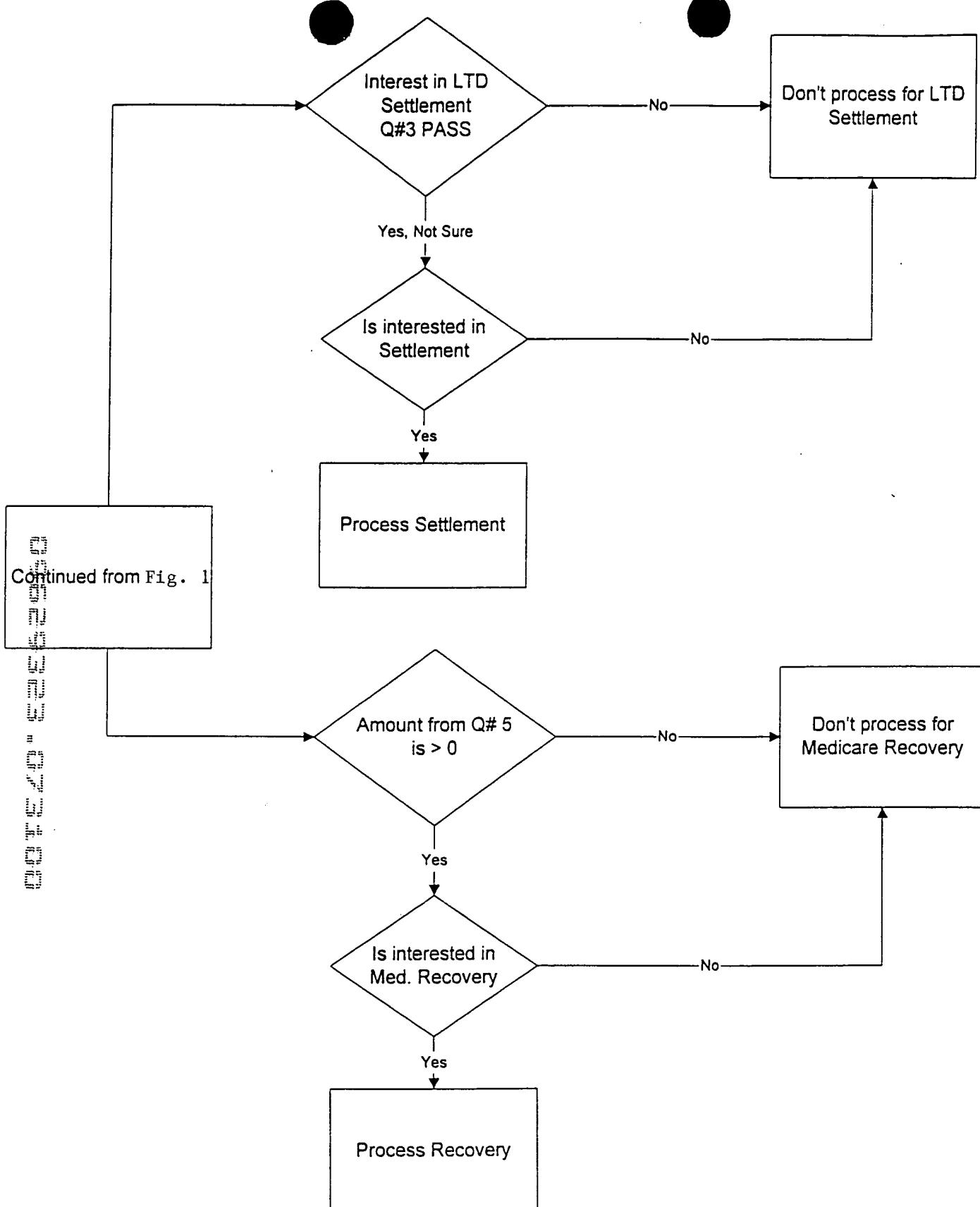


FIGURE 13

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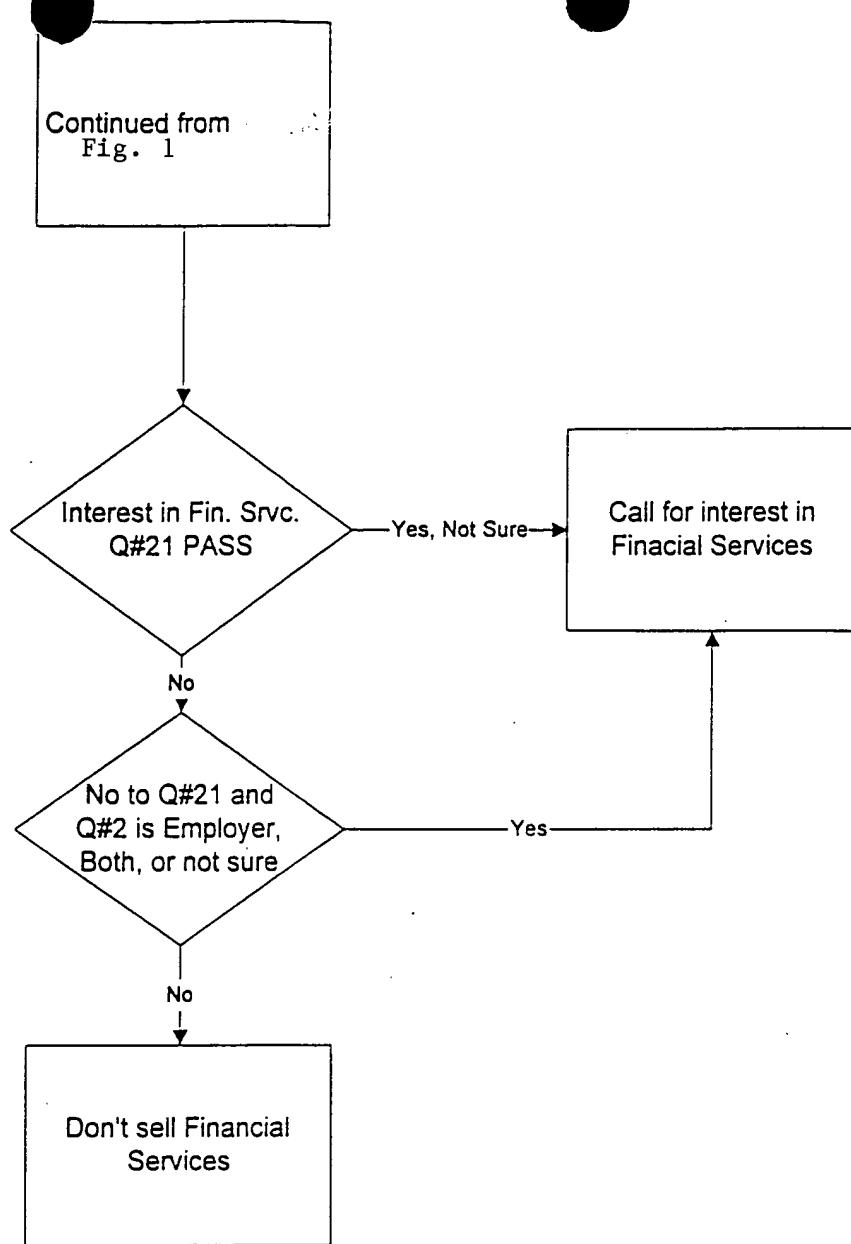


FIGURE 14

Continued from
Processe Work Comp.
Fig. 1

Yes to Q# 15 and
Q#20 is 1 of 10 Select
States

Process as Offset
State

No

Yes to Q# 15 and
Q#20 is not 1 of 10
Select States

Process

No

Don't process W/C

FIGURE 15

FIGURE 16

